

# GenENDO Motor

## After-sales Service



In case of any issues with your GenENDO Motor,  
our after-sales service\* is here to support you

### Key contacts

Contact form: <https://www.melcyden.com/en/after-sales-service-genendo-motor>

Email address: [aftersales-genendo@melcyden.com](mailto:aftersales-genendo@melcyden.com)

Phone number: +33 (0)9 80 97 65 28



\*The GenENDO After-sales Service is operated by Melcyden, our certified technical partner specialized in the maintenance and repair of medical devices.

## When and how to contact our after-sales service?

### Do you have a problem or a question regarding your GenENDO Motor?

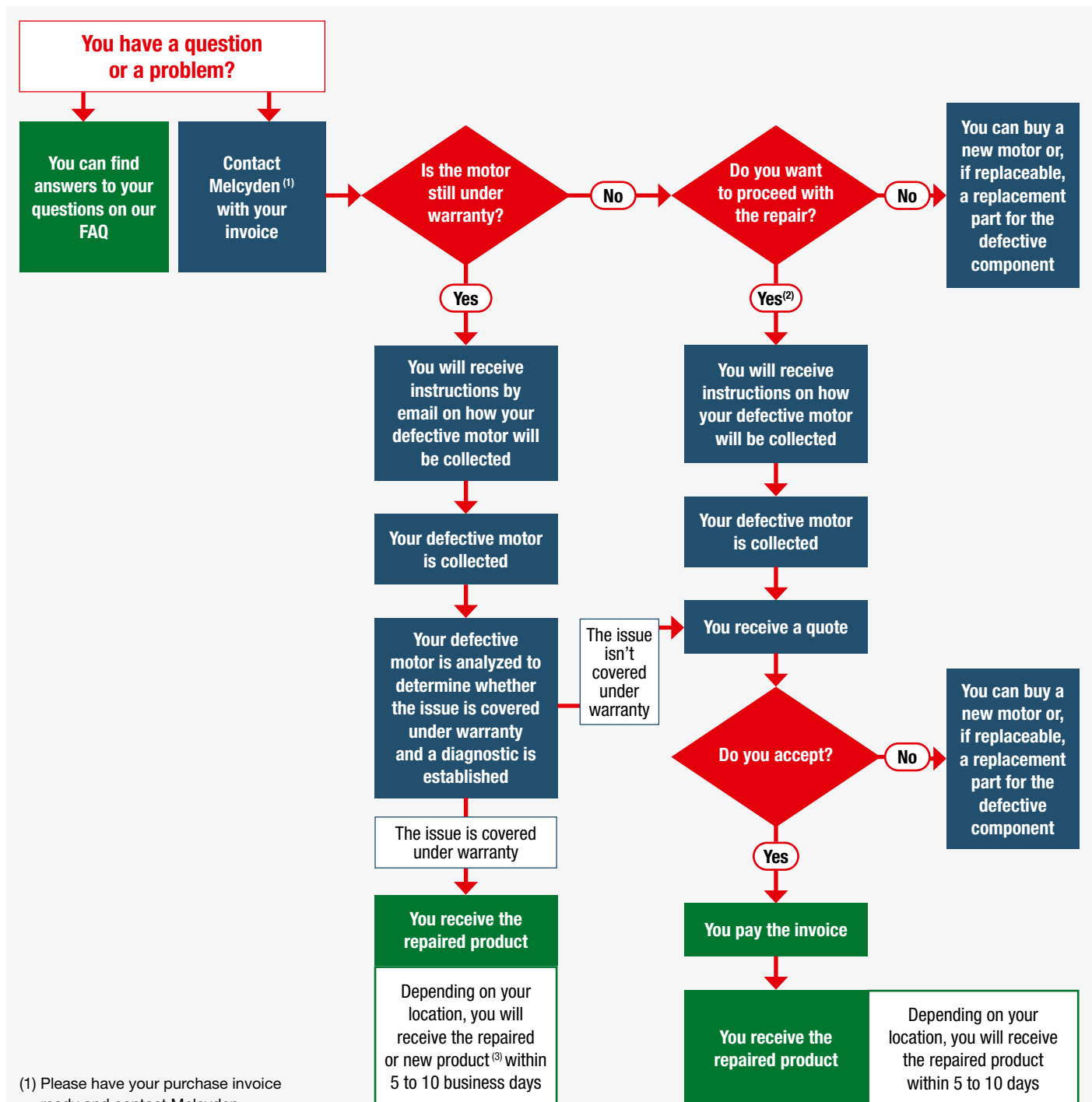
Check the GenENDO Motor FAQ available at <https://www.septodontcorp.com/eifu-genendo/>

Or, contact our after-sales service partner at:

- Fill-in the contact form here: <https://www.melcyden.com/en/after-sales-service-genendo-motor>
- Send an email at: [aftersales-genendo@melcyden.com](mailto:aftersales-genendo@melcyden.com)
- Call at: +33 (0)9 80 97 65 28

Our after-sales service is available to support you from Monday to Friday, between 9:00 am and 5:30 pm CET.

## Our after-sales service key steps



(1) Please have your purchase invoice ready and contact Melcyden.

(2) Be aware this will include a cost.

(3) If the motor is not subject to exclusion of warranty.

## Timelines

	Response to your initial request/contact	Collect of your device	Diagnostic	Repair of your device	Return of your device	Total service time (from request to delivery of your device)
<b>FRANCE</b>	1 business day	1 - 2 business days	1 business day	1 business day	1 - 2 business days	5 to 7 business days
<b>Other EU countries, including UK</b>	1 business day	1 - 2 business days	1 business day	1 business day	1 - 2 business days	7 to 10 business days

## Warranty Period

During the warranty period, our after-sales service covers transport, repair, or replacement costs upon presentation of the purchase invoice.

The GenENDO Motor is warranted from the date of the purchase, as following:

GenENDO Motor parts	Warranty coverage
<b>Motor</b>	2 years
<b>Contra-angle</b>	1 year
<b>Battery</b>	1 year
<b>Power charger</b>	1 year

In case of repair outside the warranty period, you will receive a quote before any intervention. Payment is requested only after the repair is completed.

## Warranty Terms

The warranty does not cover the following cases

### 1. Improper Use

- Damage resulting from use not compliant with the manufacturer's instructions.
- Use with unapproved or incompatible accessories or parts.
- Use of wipes or cleaning products not recommended by the manufacturer.
- Direct application of liquids by spraying or immersion.

### 2. Normal Wear and Tear

- Deterioration of consumable parts (e.g., cables, connectors, batteries, buttons).
- Wear of mechanical or cosmetic components due to intensive or prolonged use.

### 3. Accidental Damage or Negligence

- Drops, impacts, or immersion in liquids.
- Damage caused by improper handling, poor storage conditions, or unsecured transport.

### 4. Poor Maintenance

- Inadequate maintenance, including insufficient or irregular cleaning and improper or insufficient lubrication.

### 5. Unauthorized Interventions

- Repairs or disassembly by unauthorized personnel.
- Modification or attempted modification of the device.

### 6. Unsuitable Environmental Conditions

- Exposure to extreme temperatures, excessive humidity, or corrosive environments.

### 7. Power Supply Issues

- Power surges, short circuits, incorrect voltage, or use of unsuitable chargers.

### 8. Illegible or Modified Serial Number

- If the serial number has been removed, altered, or rendered illegible.

### 9. Failure to Follow Sterilization Instructions

- Non-compliance with defined sterilization procedures.

## Our commitments

**Simple process - Fast response to your requests - Repairs by trained technicians**

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**Septodont**

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[www.septodont.com](http://www.septodont.com)

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